

# United States Senate

March 15

The Hon. Roman Martinez IV, Chairman  
The Hon. Anton G. Hajjar, Vice Chairman  
The Hon. Robert M. Duncan, Member  
The Hon. Amber D. McReynolds, Member  
The Hon. Derek Kan, Member  
The Hon. Donald L. Moak, Member  
The Hon. Ronald A. Stroman, Member  
The Hon. Daniel Tangherlini, Member  
United States Postal Service Board of Governors  
475 L'Enfant Plaza SW  
Washington, DC 20260

Dear Members of the Board of Governors:

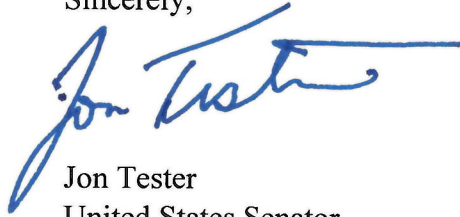
I write today regarding my continued frustrations with the practices, policies, and decisions being enacted by the United States Postal Service (USPS). As evident by the decision to move outgoing processing operations from Missoula to Spokane, USPS is driving misguided plans for change with blind spots and failing to address the services delays that impact rural communities. The Board of Governors are chosen to represent the public interest and I urge you to meet this responsibility, and work to improve service in Montana.

Moving Missoula's Processing and Distribution Center outgoing operations out-of-state is another problematic signal to Montanans who rely on the postal service for everything from life-saving medications to their hard-earned veterans' benefits. It is concerning that the Board of Governors would allow such decisions to continue to be made in light of the well-documented and ongoing service delays in rural communities. I am regularly contacted by Montanans who are concerned about the direction USPS is heading in our state and this move further undermines our confidence that we can rely on the important services this agency offers.

Additionally, I frequently hear from veterans that are frustrated by receiving their VA medications through USPS. As noted by the Office of the Inspector General (OIG) December 15, 2023 report titled *Processing and Delivery of Veterans Affairs Medicine*, hundreds of thousands of veterans receive their prescriptions by mail every day with the USPS handling a large percentage of these deliveries. The report highlights several issues with the processing and distribution of VA medication packages that can prevent VA from fulfilling its commitment to our nation's veterans. It is the Board of Governors' duty to review the policies and practices of the USPS and it is a failure to allow these issues impacting veterans to persist.

Montanans are increasingly troubled by actions taken by USPS leadership and their concerns have largely gone unanswered. I ask that you give personal attention to Montana service standards and work to improve them.

Sincerely,

A handwritten signature in blue ink that reads "Jon Tester". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Jon Tester  
United States Senator